

AMENDMENTS TO THE CLAIMS

1. [Presently Amended] An emergency services communication system, comprising:
 - a plurality of remote terminals for enabling emergency services operators to receive incoming calls and to dispatch emergency service personnel in response to the said incoming calls;
 - a wide area network interfaced with each of the plurality of remote terminals; and
 - a central data manager configured to receive the said incoming calls from a communication network and to route the said incoming calls to the said plurality of remote terminals over the said wide area network; ;

wherein each of the said incoming calls is associated with an ANI Automated Number Information and Automatic Location Information data identifying a communication device from which the said incoming call originated; and wherein each of the said incoming calls is routed delivered over the said Wide Area Network to a particular one of the said remote terminals by the said central data manager based on the said associated ANI Automatic Number Information of the said incoming call; and wherein said central data manager is located in a centralized secure facility with on-site server capability for analyzing and recording said Automatic Number Information and said Automatic Location Information for each of said incoming calls; and

wherein said centralized secure facility serves a plurality of Public Safety Answering Points, each of which comprise multiple individual members of said plurality of remote terminals.

2. [Presently Amended] An emergency services communication method, comprising the steps of:

providing a plurality of remote terminals;

providing a central data manager;

receiving, at ~~the said~~ central data manager, incoming calls ~~from a communication network, wherein each of the said~~ incoming calls ~~is~~ associated with an ANI Automatic Number Information and Automatic Location Information data packet identifying a communication device from which ~~the said~~ incoming call originated;

selecting one of the remote terminals based on the ANI Automatic Number Information and Automatic Location Information data associated with ~~one of the said~~ incoming calls; and

~~routing the one said~~ incoming call from the central data manager to the selected remote terminal over a wide area network thereby enabling an emergency service operator at the selected remote terminal to dispatch emergency service personnel in response to the one incoming call.

wherein said central data manager is located in a centralized secure facility with on-site server capability for analyzing and recording said data for each of said incoming calls; and

wherein said centralized secure facility serves a plurality of Public Safety Answering Points, each of which comprise multiple individual members of said plurality of remote terminals.

3. [Presently Amended] A method for handling incoming emergency services calls having both voice and data signals associated with said calls, the method comprising the steps of:

presenting an incoming emergency call from a remote caller to a central data manager; accessing data associated with the said incoming call; selecting a call center for the said incoming call depending on the said data associated with the said incoming call delivered by digital circuits via voice over IP to said call center; and routing the incoming call from the said central data manager to the said selected call center thereby enabling an emergency service operator at the said selected call center to dispatch emergency service personnel in response to the said incoming call; wherein said central data manager is located in a centralized secure facility with on-site server capability for analyzing and recording said data for each of said incoming calls; and wherein said centralized secure facility serves a plurality of Public Safety Answering Points, each of which comprise multiple individual members of said plurality of remote terminals.

4. [Cancelled]
5. [Presently Amended] The method of claim 10 3 wherein the incoming call is routed to the selected call center Public Safety Answering Point using voice over IP over a wide area network.
6. [Presently Amended] The method of claim 10 3 wherein the ANI and ALI data associated with the said incoming call is includes both Automatic Number Information and Automatic

Location Information data and is transmitted along with said voice signals over an IP network to the said selected call center.